

Revised 11/19/2025

GENERAL

Terms and Conditions: This Rewards Terms and Conditions Supplement (this "Supplement") describes the terms and conditions of the SECU Cash Rewards Program (the "Program") and supplements the Cardholder Agreement that governs your SECU credit card account (the "Account"). By using the Account, you agree to participate in the Program. Your participation in the Program is subject to the terms of this Supplement and the Cardholder Agreement, including the Arbitration Provision (if applicable) which governs how disputes between you and us will be resolved if a dispute arises. In the event of a conflict between the Cardholder Agreement and this Supplement, with respect to matters relating to the Program, this Supplement controls. Any words or phrases defined in the Cardholder Agreement have the same meaning in this Supplement unless otherwise specified.

About the Program: The Program is a loyalty program sponsored by State Employees' Credit Union ("SECU") and administered by an independent contractor not affiliated with SECU (such contractor and any of its affiliates, the "Loyalty Partner"). A "Reward" is a unit that may be accrued or earned in a manner defined by us and has no monetary value.

EARNING REWARDS

Rewards on Purchase Transactions: You earn Rewards on Purchases. However, you do not earn Rewards on transactions involving the purchase or funding of instruments such as gift cards, prepaid cards, reloadable cards, money orders, cashier's checks, foreign currency, cryptocurrency, or securities; transactions involving money transfer, money transmission, or wire transfers; or Purchases made for gambling or lottery purposes. You also do not earn Rewards on Cash Advances, Balance Transfers, interest, fees, and other charges.

Additions and Subtractions to Your Rewards Balance

- Rewards are calculated based on "Net Purchases." Net Purchases are the amount of eligible Purchases made with your Account after we subtract any returns, disputed charges, unauthorized charges, illegal or fraudulent charges, or other credits for such Purchases.
- When calculating Rewards, we may subtract Rewards earned where we determine, in our sole discretion, that the conditions required for earning those Rewards were not satisfied.
- Subtractions may result in a negative Rewards balance, and future Rewards earnings will go towards any deficiency.
- Redemptions are deducted from your Rewards balance in real time. If the redemption is fulfilled and a subsequent adjustment is made or we later discover that you did not have sufficient Rewards for that redemption, you will have a negative balance, and future Rewards earnings will go towards any deficiency. You also agree that you owe SECU the value of the redemption in the event you did not have sufficient Rewards to redeem.

Calculations Based on Purchase Post Date

- Rewards are calculated based on the date the Purchase posts to your Account (the "Post Date"), which generally occurs within three business days of the date the Purchase occurs. This means Base Rewards and Bonus Rewards (each defined below) are earned and awarded based on Account eligibility as of the Purchase's Post Date. In determining subtractions to calculate Net Purchases, we will attempt to match the credits to the Account's Bonus Rewards eligibility status on the Post Date of an associated Purchase. However, where, in our sole discretion, that is not possible, we will use the Account Bonus Rewards eligibility status on the posting date of the credit.

Base Rewards and Bonus Rewards

- Net Purchases earn 1.5% "Base Rewards" per U.S. dollar spent.
- Net Purchases made in a qualifying calendar month, as set forth below, earn an additional 0.5% "Bonus Rewards" per U.S. dollar spent.

Qualifying for Bonus Rewards

- To qualify to earn Bonus Rewards, you must meet the following requirements:
 - Have, in the calendar month, direct deposits totaling \$500 or more, in aggregate, in any of the following qualifying SECU accounts: Checking, Share, Money Market Share, CashPoints® Global, Health Savings Account, Holiday Cash Club, Summer Cash, and Individual Retirement Account.
 - Accounts that DO NOT qualify include Share Term Certificate, NC 529, Coverdell Education Savings Accounts, Fat Cat®, and Zard®.
 - Keep the qualifying account(s) receiving direct deposits open throughout the calendar month.
- You must meet these qualifications in at least two out of the preceding three calendar months, and your qualifying account(s) must be open throughout the current month, to qualify to earn Bonus Rewards during the current month. If you have not met these qualifications in at least two out of the preceding three months, you will earn only Base Rewards during the current month.
- At the beginning of each month, there is a waiting period of up to five days (the "Waiting Period") to determine qualification for Bonus Rewards. If you were ineligible for Bonus Rewards in the previous month, you will only earn Base Rewards during the current month's Waiting Period while your Bonus Rewards eligibility is evaluated. If we determine during the Waiting Period that you are eligible for Bonus Rewards in the current month, you will begin to accrue Bonus Rewards on Net Purchases, but only after the end of the current month's Waiting Period. However, if you were eligible for Bonus Rewards in the previous month and continue to be eligible for Bonus Rewards in the current month, you will still earn Bonus Rewards during the current month's Waiting Period.
- Qualifying Example: A cardholder has a \$400 direct deposit in their Checking account in the months of February and March, and a \$100 direct deposit in their Share account in the months of January, February, and March. This cardholder WOULD QUALIFY to earn Bonus Rewards in the month of April if their accounts remain open. However, if the cardholder was not eligible for Bonus Rewards in March, the cardholder would only earn Base Rewards during April's Waiting Period (up to five days). The cardholder would begin to earn Bonus Rewards on April Net Purchases AFTER the conclusion of April's Waiting Period.
- Non-Qualifying Example: A cardholder has direct deposits in their qualifying accounts totaling \$1,000 in the month of January, but only \$400 in each of February and March. This cardholder WOULD NOT QUALIFY to earn Bonus Rewards in April and would instead earn Base Rewards only.

New Accounts

- New Cash Rewards Accounts will automatically qualify to earn Bonus Rewards for the first three calendar months following Account opening regardless of the qualifying account and direct deposit requirements being met.
- You must meet the qualifying account and direct deposit requirements by the end of the third full calendar month that the Cash Rewards Account is opened, and the qualifying account must be in good standing throughout the fourth month, in order to qualify to earn Bonus Rewards in the fourth month.
- Example: A Cardholder opens their Cash Rewards Account on January 15th. The Cardholder automatically qualifies to earn Bonus Rewards for the remainder of January as well as the months of February, March, and April. The Cardholder must meet the qualifying account and direct deposit requirements in any two of the months of February, March, or April, and their qualifying account must be in good standing throughout the month of May to qualify to earn Bonus Rewards in the month of May.

Pooling Rewards

- If your account is joint or has authorized users, your Rewards will pool, which means combine, with other cardholders into a single Rewards balance. To pool Rewards, all cardholders must use the Cash Rewards card product.
- You acknowledge that you relinquish control over who redeems any Rewards in the pool, including your own. All cardholders in the pool may redeem any Rewards available within the pool, regardless of which cardholder earned the Rewards originally. Any redemptions from the pool are made on a first-in, first-out basis.
- We will subtract from the pooled Rewards, based on returns, for example, regardless of which cardholder earned the Rewards.

REDEEMING REWARDS

How to Redeem Rewards

- Redemptions must be made through the Redemption Center that can be accessed via www.ncsecu.org, the SECU Mobile App, or by contacting the SECU Rewards Center at 1-888-732-8562.
- Redemptions are provided and serviced by the SECU Rewards Center; 7 days a week, 24 hours a day, excluding certain holidays. You may also submit online inquiries through Member Access.
- To redeem Rewards, Accounts must be in good standing, which means that they cannot be suspended, restricted, delinquent, or otherwise in default. You cannot redeem Rewards once your Account is terminated. Please see the Forfeiture section below for more information.
- Once Rewards are redeemed, the redemptions are non-refundable and cannot be exchanged.

Cash Back & Account Credit Redemptions

- You may redeem Rewards from a catalog of merchant gift cards ("Gift Cards").
- Gift Cards options vary and are often available in both physical and digital forms.
- Most redemptions are available in denominations starting at \$25.
- Most physical Gift Cards will be delivered within 10 business days of redemption. During the November/December holiday season, it may take longer to receive your Gift Cards due to seasonally high demand. All physical Gift Cards will be shipped First Class USPS Mail, which includes delivery to U.S. military bases both domestic and abroad. They will only be shipped to your address on file with the Credit Union.
- Digital Gift Cards will be available in the Redemption Center via your Redemption History within 24 hours of the order being placed. They can be added to digital wallets or used online.
- If you do not receive your redemption within the indicated time frame, you must contact us within 30 days from the date of your request for the redemption. After 30 days, if we have not heard from you and our records indicate that your redemption was fulfilled, you will be deemed to have received your redemption, and Rewards will not be replaced even if the redemption is reported missing. SECU is not responsible for delayed or lost communications or redemptions sent by U.S. mail or any other form of delivery, including e-mail.
- From time to time, some redemptions may be subject to restrictions or delays due to such factors as time constraints, blackout dates or availability of qualifying merchants.
- Gift Cards are issued by participating merchants and issuers. Terms and Conditions vary and are subject to change without notice. Refer to the Item Terms & Conditions found in the Redemption Center via www.ncsecu.org for specific details.

EXPIRATION, FORFEITURE, TERMINATION, CHANGES

Expiration

- Both Base Rewards and Bonus Rewards expire after 4 years.
- Rewards will be deducted from your Rewards balance on the last day of the month in which they expire. For example, Rewards earned on January 5, 2024, will expire on January 31, 2028.

Forfeiture

- You lose all accrued Rewards when your Account is terminated, either by you or us.
- If we determine in our sole discretion that you are misusing the Program, you will not earn Rewards, and you may forfeit any Rewards previously earned. Misuse includes fraud, or attempting to otherwise game or misuse Rewards or the Program.

Termination: We may suspend or terminate the Program or your participation in the Program at our sole discretion, any time without prior notice.

Changes: We may add to, modify, or terminate the Program at any time, including, without limitation, changing the Bonus Rewards eligibility criteria, and adding caps and fees. We will give you prior notice to the extent required by law. A current description of this Program and the current version of this Supplement may be found at www.ncsecu.org. Any revisions may affect your ability to earn or redeem Rewards.

OTHER IMPORTANT INFORMATION

Rewards are not Property: Rewards are not your property and may not be brokered, bartered, attached, pledged, sold, or transferred upon disability, death, upon operation of law, or in connection with any domestic relations dispute and/or other legal proceeding. Rewards have no cash or monetary value, are non-negotiable, and can only be redeemed as offered through the Program described herein.

Taxes: You are responsible for determining and obtaining appropriate tax treatment for any Rewards you redeem, and you are solely responsible for any taxes arising from or related to any earned Rewards. We will not report any income or earnings related to Rewards to a taxing authority, except where expressly required by law.

Additional Terms: Any Program partnerships with third-party service providers may also be subject to additional terms and conditions determined by the third-party service provider. You are responsible for reviewing and understanding any such additional terms and conditions, and we disclaim any liability for claims that may arise in connection with third-party service providers.

Limited Liability: Unless otherwise required by law, this Program, or our Agreement with you, we will not be liable to you or anyone making a claim on your behalf, in connection with: (1) any change or termination of the Program; (2) any loss, damage, expense or inconvenience caused by any occurrence outside of our control; (3) any taxes that you incur as a result of receiving Rewards, payment of which taxes will be your responsibility; (4) any redemption for gift cards, merchandise or services, or for any direct, indirect or consequential damages with respect to the use of your Account. In any event, any liability that SECU may have to you in connection with the Program shall be limited to the amount of any Rewards you have earned in this Program. The Program and Rewards are void or limited where prohibited or restricted, respectively, by federal, state or local law.

For Questions or Additional Rewards Information: If you have any questions about the Program, you may contact the SECU Rewards Center at 1-888-732-8562. Additional information and answers to "Frequently Asked Questions" can also be obtained at www.ncsecu.org.